

# Frequently Asked Questions

## Utility Information Release Authorization Form / Part I

**QUESTION:**

If the utility bill is under a deceased household member's name, (uncle, husband, wife, etc.), how is it handled?

**ANSWER:**

Whenever possible, the account holder's signature should be obtained. Agencies (Providers) should take appropriate steps to assist clients with changing name on the accounts by working with energy vendors, completing deposit applications, etc.

**QUESTION:**

Can the caseworker note that the agency is in the process of assisting with a deposit program to place the utility bill in the applicant's name?

**ANSWER:**

Yes, please document this in the case notes.

**QUESTION:**

How should DV (domestic violence) signature situations be handled?

**ANSWER:**

If the perpetrator's name is on the utility account, the signature should not be pursued in domestic violence situations. This should be clearly documented in the case notes.

**QUESTION:**

If the utility bill is under the name of an ex-roommate and there is no contact, how is it handled?

**ANSWER:**

Whenever possible, the account holder's signature should be obtained and providers should take appropriate steps to assist clients with changing name on the accounts by working with energy vendors, completing deposit applications, etc.

**QUESTION:**

Can the agency legally deny a LIHEAP application if they cannot obtain the signature of other party (meaning, the account holder's signature)?

**ANSWER:**

No. We are pursuing additional clarification.

**QUESTION:**

Utility Information Release Authorization Form.

Name of agency determining assistance \_\_\_\_\_; what goes in the blank?

**ANSWER:**

Enter the name of the LIHEAP Service Provider (i.e. NACOG, Gila County Community Services Division, etc.). This form will be used by the utility company; therefore, **the name may need to be spelled out** if the utility company isn't familiar with your abbreviation.

**QUESTION:**

When the utility is included in the rent and the vendor is a landlord, is the Utility Information Release Authorization Form applicable in this case?

**ANSWER:**

No, the Utility Information Release Authorization Form is not required to be signed when the vendor or account holder is a landlord.